

Plantronics
Call Centre
Quick Sales Guide

www.plantronics.com

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Address line one

Address line two

Postcode / zipcode Country

	Corded Headsets				Digital Solutions	Wireless Headsets		
	DuoSet®		Supra®	SupraPlus®	Encore®	VistaPlus™ + SupraPlus® Digital	CS60™ / CS60 USB	SupraPlus® Wireless
								
Sell it in one line	<ul style="list-style-type: none"> Our cost effective headset with adjustable headband provides a flexible choice for both Call Centre and Office workers 		<ul style="list-style-type: none"> All-day comfort and sound quality for anyone who spends a significant portion of their day on the phone 	<ul style="list-style-type: none"> Stylish design and improved comfort. Richer, fuller sound with wide frequency response 	<ul style="list-style-type: none"> Ultimate noise-cancelling technology, comfort and robustness 	<ul style="list-style-type: none"> The Digital Experience. Benefit from the highest sound quality with unsurpassed levels of protection to ensure compliance with Noise at Work Legislation 	<ul style="list-style-type: none"> Cost effective wireless headset with flexibility of wearing style, great range and sound quality 	<ul style="list-style-type: none"> Wireless freedom for intensive phone users. Excellent comfort and sound quality
Back it up with features and figures	<ul style="list-style-type: none"> Headset for use either over-the-head or over-the-ear Suitable for up to 4 hours intensive use or for periods of intermittent telephone conversation The microphone is noise-cancelling, reducing up to 75% of background noise Ideal for general, small or home office use 		<ul style="list-style-type: none"> World's bestselling headset Lightweight over-the-head style with adjustable headband and soft ear cushions for stable fit and all-day comfort Click-stop headband for superior fit and comfort 	<ul style="list-style-type: none"> Wideband frequency response for a more natural sound QuickCall Feature for short-call convenience Robust design and construction for exceptional reliability Available in two colours: Silver and Black – Silver comes with luxury leatherette ear cushions – Black comes with foam ear cushions 	<ul style="list-style-type: none"> Exclusive SES™ (Sound Enhancement System) allows users to alter the tone of their caller's voice Most comfortable headset in portfolio because of rotative/pivoting earpieces and superior sound quality (because of the SES feature) which enables users to change tones Carbon headbands for a better hygiene and allergy prevention With the binaural version sound can be adjusted separately for either ear 	<ul style="list-style-type: none"> SoundGuard® Digital™ – Extremely effective protection from sudden loud sounds. Daily noise exposure is monitored and controlled inline with new legislation Call Clarity Digital™ – Keeps volume constant Mains power and USB power option SupraPlus Digital has an internal memory that allows VistaPlus to customise its performance, which makes this combination the most sophisticated solution for Call Centres 	<ul style="list-style-type: none"> Our best seller due to its excellent performance and flexible wearing styles Noise-cancelling microphone for great sound quality No need to be tied to your desk – up to 100m range lets you collaborate with colleagues or retrieve information whilst on the phone CS60 USB – ideal for IP telephony or speech recognition applications 	<ul style="list-style-type: none"> There is a monaural version if you need to be aware of other sounds around you, or a binaural version for total concentration on your phone call It's based on the SupraPlus – the world's best-selling headset A truly wireless binaural headset – our most comfortable wireless product
Technical Data	Monaural		Monaural/Binaural	Monaural/Binaural	Monaural/Binaural	Monaural/Binaural	Monaural	Monaural/Binaural
Wearing Style	n/a		n/a	n/a	n/a	n/a	9hrs / 50hrs	9hrs / 50hrs
Talktime (up to)	41gms		Mon-50gms/Bi-69gms	Mon-49gms/Bi-74gms	Mon-49gms/Bi-74gms	Mon-49gms/Bi-74gms	27gms	66gms
Weight	✓		Optional	Optional	Optional	Optional	✓	✓ [Binaural version]
Noise-cancelling	n/a		n/a	n/a	n/a	n/a	50m (100m)	50m (100m)
Range	Purchase separate cable for connectivity		Purchase separate cable for connectivity	Purchase separate cable for connectivity	Purchase separate cable for connectivity	Complies with noise at work legislation*	Exclusive behind the neck wearing style option	Binaural version for noisier environments
Additional Information	Part No	39971-12-Mon N/A	32184-04 Mon /A	36828-01 Mon /A	33645-41 Mon /A	39995-01 Mon N/A UK	36995-01 Mon N/A UK	39260-01 Mon /A UK
	EAN Code	5033588026983	5033588002574	5033588015284	5033588013150	5033588026709	5033588017226	5033588019336
	Part No	-	32186-04 Mon N/A	36832-01 Mon N/A	33699-41 Mon N/A	39995-02 Mon N/A Euro	36995-02 Mon N/A Euro	39261-01 Bin N/A UK
	EAN Code	-	5033588002628	5033588015321	5033588013181	5033588026716	5033588017233	5033588019343
	Part No	-	32185-04 Bin /A	36830-01 Bin /A	33646-41 Bin /A	39996-01 Bin N/A UK	36947-01 USB Mon N/A UK	39260-02 Mon /A Euro
	EAN Code	-	5033588002604	5033588015307	5033588013174	5033588026723	5033588016465	5033588019350
	Part No	-	32187-04 Bin N/A	36834-01 Bin N/A	33705-41 Bin N/A	39996-02 Bin N/A Euro	36947-02 USB Mon N/A Euro	39261-02 Bin N/A Euro
	EAN Code	-	5033588002642	5033588015345	5033588013228	5033588020110	5033588017592	5033588019367

KEY:
Mon = Monaural
Bin = Binaural
/A = Voice Tube
N/A = Noise-cancelling

Noise at work

• Why is noise at work part of the new legislation?*

The European Agency for Safety and Health at Work has highlighted that noise-induced hearing loss is the most commonly reported occupational disease in the EU. The primary cause being long-term exposure to loud noise.

• Is there legislation covering Noise at Work?

"The control of Noise at Work act" aims to protect employees from noise-induced hearing loss by setting upper limits on their

daily personal noise exposure. Call Centre staff may exceed these limits if they spend a significant proportion of their working day on the phone, listening at high volume.

• What can Plantronics offer?

As always, Plantronics is at the forefront of innovative developments in sound technology: It has developed VistaPlus to automatically keep noise exposure via the headset below the limits defined in the Noise at Work Directive (2003/10/EC). Additionally we offer a Noise

Testing service that determines the exact noise exposure for individual agents, both through their headset and from background noise. The service compares the actual level with the requirements of the Regulations and makes recommendations about the amount of background noise in the Call Centre.

Note: Throughout the test, it's only the sound level that we measure.

We do not record the calls so there is no breach of customer confidentiality.

*EU-15 figures. Reported in European Agency for Safety and Health at Work, Data to describe the link between OSH and employability 2002, ISBN 92-95007-66-2

Alternative Headset Styles

Plantronics DuoPro®



- The Plantronics DuoPro is the ultimate in versatility. A modular system that allows purchase as over-the ear, over-the-head and behind-the-head. Its unique double t-pad headband evenly distributes headset weight for all-day comfort. The anti-twist boom on noise-cancelling models ensures optimum sound quality for each and every call.

Plantronics TriStar®



- TriStar is the world's lightest (12grams), most stable and most comfortable professional headset delivering the very best in sound quality and all-day comfort for call centre and office professionals. Its unique three-point design provides support behind, on top of, and in the ear for a discreet and comfortable fit.

Plantronics Mirage™



- The Plantronics Mirage is a lightweight headset that fits over-the-ear of the wearer and incorporates an over-the-ear receiver to make it suitable for both Call Centre and Office environments, delivering maximum user comfort and sound quality.

Solutions and Amplifiers

Plantronics T10™



- T10 is a complete solution if you are looking for a compact analogue phone that includes a telephone keypad and a DuoSet Firefly, which makes it ideal for use in a small or home office environment.

Plantronics S12™



- S12 is our cost-effective complete solution for those looking for hands-free, headset convenience with a clean uncluttered design. A Plantronics DuoSet headset is provided, with the exclusive Firefly technology to allow knowledge of a call being held.

Plantronics M12 Vista™



* A headset is required for use.

- M12 brings superior sound quality and acoustic protection for your headsets by incorporating SoundGuard Plus and Call Clarity. Additional features are the enhanced speech intelligibility, the reduction in phone line noise, volume and mute controls, headset/handset switch and the constant output volume, with automatic gain control constantly protecting your agents and helping them be more productive.

VoIP Corded

DA55™ / DA60™



- Add headset convenience and enhanced audio quality to VoIP SoftPhones. The DA55/DA60 connects to SoftPhones via the USB port for universal compatibility, whilst making the headset independent of the PC's soundcard. Featuring also DSP Echo suppression and PerSono Pro™ software.

* A headset is required for use.

MX10™



- The MX10 adds the possibility of using one headset for both telephone and computer use. With independent control of 2 separate audio channels, along with audio switching capability, you can swap between a telephone call and PC audio input. For specialist applications, the volume of each channel can be individually controlled. The MX10 can even be used for voice recording.

* A headset is required for use.

VoIP Wireless

CS60 USB



- The CS60 USB headset system gives hands-free wireless freedom for VoIP soft-phone applications. The CS60 USB even lets you take calls up to 100m away from your desk when a call comes into your PC. The CS60 USB gives you the very best in audio quality using the latest DECT™ technology.

Frequently Asked Questions

Q: What is the Quick Disconnect™ Feature?

A: The easy to use and exclusive Quick Disconnect™ feature places the caller on hold whilst allowing users to leave their desk without removing their headset.

Q: Do I need a device to connect the headset to my phone?

A: You can choose to connect your headset via either an amplifier or a bottom cable. The amplifier will give you additional features like handset headset switch, tone and mute control, and more sophisticated acoustic protection.

Q: When is it appropriate to wear monaural or binaural headsets?

A: This depends on your wearing style preference and your working environment. We recommend the binaural version for a very noisy environment and the monaural version for agents who need confer with colleagues whilst on a call.

Stylish headsets, backed by great technology

Noise-cancelling – (Microphone Technology)

Plantronics' noise-cancelling microphones reduce the background noise and so enhance the accuracy of the sounds being transmitted. They are ideal for noisy environments.

Omni Directional/Voice Tube – (Microphone Technology)

Plantronics invented the voice tube and continues to improve the design to deliver the best in performance and style. Our voice tubes are the only ones that slide back and forth for better positioning and improved sound quality. Our voice tubes are the only removable ones in the market, making them easy to replace and very hygienic. You can also add colour to your conversations with AttiTube™ colour voice tubes.

Call Clarity Digital™

Call Clarity Digital uses digital signal processing to enhance, transmit and receive quality so that the phone user doesn't have to adjust the volume to compensate for the differences on the incoming call volumes.

SoundGuard® Digital™

SoundGuard Digital offers two types of protection to combat the effects of short-term acoustic incidents and long-term daily personal noise exposure helping customers comply with the Noise at Work legislation.

Other Technologies

VoIP

VoIP (Voice over Internet Protocol) is the transmission of voice over IP-based networks (data networks). VoIP offers many advantages over normal telephony including enhanced features, lower cost and greater integration.

Product Support Services

Standard warranty

- All our Call Centre and Office products come with an industry-leading standard warranty of 2 years.

Extend your warranty to 3 years

- Available on all our corded call centre and office headsets and all amplifiers/adaptors
- Extends standard warranty by one year, up to total three years
- Simple to use process with minimum paperwork
- Fast turnaround on replacement units
- Replacement units are covered for minimum of six months, or by the remainder of the original warranty
- Must be purchased at the same time as physical product.

Maintenance agreements

- Bespoke maintenance agreement
- Replacement of pre-defined quantity, following audit (carried out by your supplier) of the equipment you have installed, the systems you are connected to, product and model names
- Fast, hassle-free replacement of headsets and adaptors
- Plantronics provides regular status reports and management information to help you plan and budget.
- Online Web Tool for the customer to track and monitor state of inventory and replacement status

Out of warranty product replacement

- Easy and efficient service to replace broken / faulty products that are out of warranty
- Available on all our corded call centre and office headsets, and all amplifiers/adaptors
- Simple to use web-based process with minimum paperwork
- Fast turnaround on replacement units.

Online service

Register your headsets online and access, at any time, an overview of your headsets and their warranty status, as well as claim replacement headsets under the terms of your warranty and/or maintenance agreement. Go to <http://service.plantronics.com>

